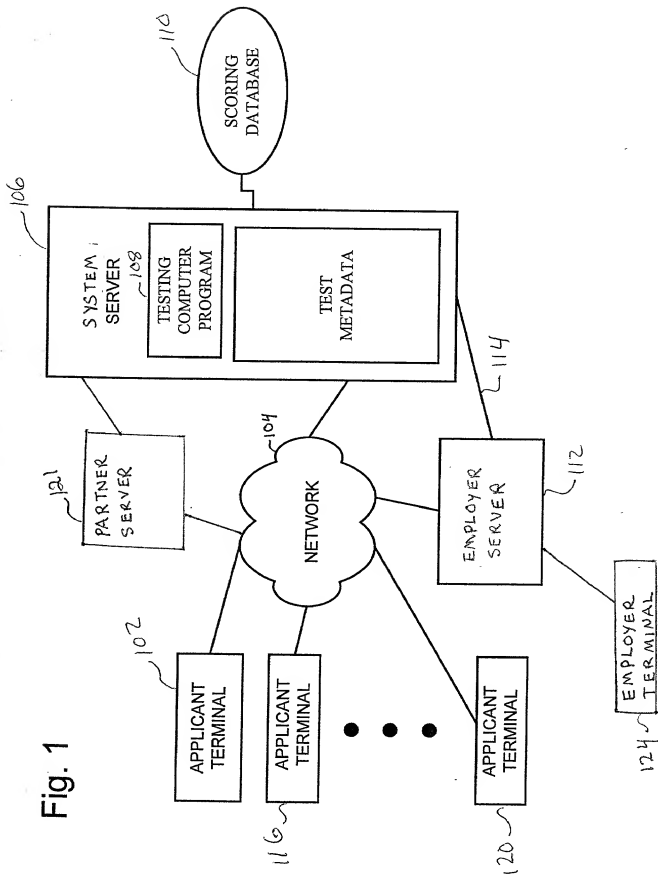


Fig. 1



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FIGURE 2

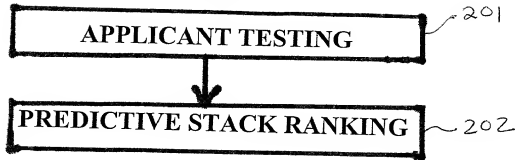


FIGURE 3

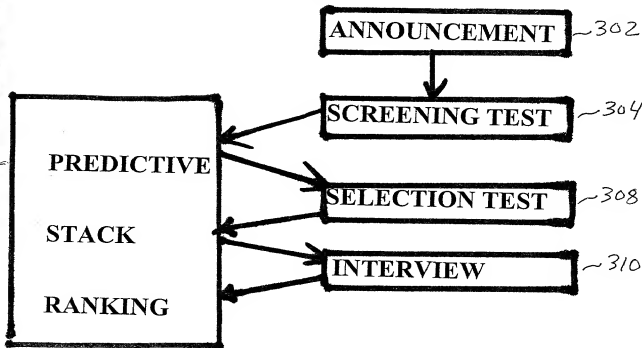
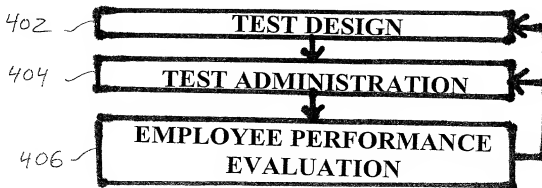


FIGURE 4



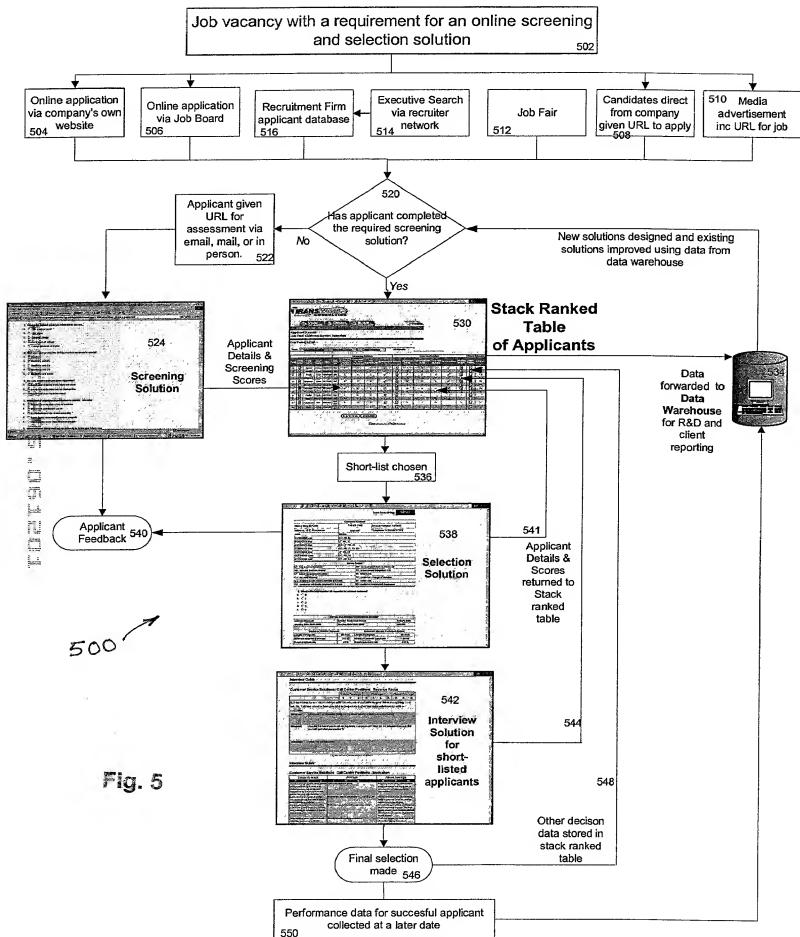


Fig. 5

1. What is the highest grade you FINISHED in school?

a. ☐ 11th grade or lower
 b. ☐ 12th grade
 c. ☐ 1 year of college
 d. ☐ 2 or 3 years of college
 e. ☐ College graduate or higher

2. What were your grades like during your last two years in school?

a. ☐ Mostly A's
 b. ☐ Mostly A's and B's
 c. ☐ Mostly B's and C's
 d. ☐ Mostly C's and D's
 e. ☐ Mostly D's and below

3. On a job, which would you generally prefer?

a. ☐ I work best when my instructions are clear
 b. ☐ I work best when there are no interruptions
 c. ☐ I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

a. ☐ Refuses to work a fair share of overtime
 b. ☐ Slips work and doesn't call in
 c. ☐ Is a few minutes late almost every day
 d. ☐ Takes home some small company property
 e. ☐ Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

~600

Fig. 6

TRANSWORLD CONSULTING

VIEW your selection CREATE application BUILD interview guide

Applicant Results
 Job Title: Customer Service Associate
 Date Posted: 5/25/00

702 704 706 708 730 707 ~700

Rank	Name	Last Name	First Name	Date	App. OK	Job Interest	Work Experience	Education	Self Confidence	Customer Service Orientation	Recommend	Endorse	Customer Focus	Conscientiousness	Problem Solving	Recommend	Detailed Report	Phone Interview	Enter Values	Interview
1	Jones	Katrina	05/05/00	OK	7	9	8	✓	8	7	8	8	7	8	7	✓	8	8	Yes	
2	Smith	Paula	05/27/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
3	Reese	May	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
4	Reese	Patricia	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
5	Peterson	Patricia	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
6	Reese	May	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
7	Reese	May	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
8	Reese	May	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
9	Reese	May	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
10	Reese	May	05/25/00	OK	7	8	7	✓	8	7	8	7	8	7	8	✓	8	8	Yes	
11	Petersen	Alex	05/24/00	OK	4	4	4	X	4	4	4	4	4	4	4	X	4	4	No	
12	Wilk	Anna	05/25/00	OK	4	4	4	X	4	4	4	4	4	4	4	X	4	4	No	

709

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Fig. 7

Time Remaining: 14:47

Customer Contact		
Name: Mary Q Public	Today's Date	Account Number: 1225637
Address: 18 E. Pine Avenue	5/8/2001	Telephone: 1-310-845-7878
Date	Memo	
01/20/2000 Jan	CO, AB, B2	
02/03/2000 Mar	LT, AR, 23	
03/07/2000 Apr	CO, LY, PD, 93	
04/05/2000 May	CO, AB, LY, 76, 93	
05/22/2000 May	LT, AR, 45	
06/19/2000 June	CO, PD, 87	
07/27/2000 July	CO, AB, CA	
Memo Codes:		
LV: late payment dispute	AR: account past due courtesy call	
AB: account balance inquiry	26: unanswered telephone call	
LY: cash late payment notice	45: telephone	
CA: account closing	76: customer change of address	
CO: customer will make payment in 5 days	87: sales call	
PD: customer will make payment in 5 days	93: customer requested supervisor	

1. What is the total number of requests for account balances?

- a. C 0
- b. C 1
- c. C 2
- d. C 3
- e. C 4

RETAIL CUSTOMER PROMOTIONS INQUIRY		
Retailer Discount	Retailer Cash-Back Bonus	Today's Date
Starting Date: 05-01-2000	Starting Date: 05-01-2000	05-08-2000
Terms for Retailer Discount		
Length of Program	60 days	Length of Program
Minimum required purchase	700.00	Minimum required purchase
Retail discount rate	.05%	Retail cash-back rate
		.025%

Fig. 8

Interview Guide:

Customer Service Solutions: Call Center Positions - Revenue Focus

Below Average	Average			Average			Above Average		
	1	2	3	4	5	6	7	8	9
<p>1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give-and-take relationship with a customer?</p> <p>Situation: What was the situation? What did the client want that you could not deliver?</p> <p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out and you both get what you wanted?</p> <p>Outcome: What was the outcome?</p>									

Interview Guide:

Customer Service Solutions: Call Center Positions - Motivation

Below Average	Average	Above Average
<p>1. Tell me about a time you were motivated to go above and beyond for a customer. What was the situation? What did the client want that you could not deliver?</p> <p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out and you both get what you wanted?</p> <p>Outcome: What was the outcome?</p>	<p>2. Tell me about a time you were motivated to go above and beyond for a customer. What was the situation? What did the client want that you could not deliver?</p> <p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out and you both get what you wanted?</p> <p>Outcome: What was the outcome?</p>	<p>3. Tell me about a time you were motivated to go above and beyond for a customer. What was the situation? What did the client want that you could not deliver?</p> <p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out and you both get what you wanted?</p> <p>Outcome: What was the outcome?</p>

Fig. 9

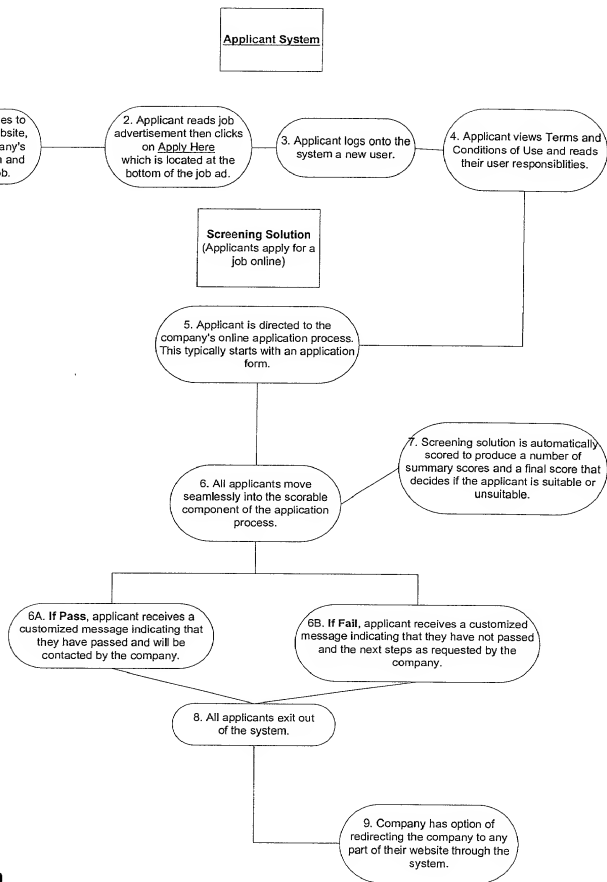


Fig. 10

Selection Solution
 (Successful applicants
 from the screening
 solution are invited into the
 company's premises for
 further assessment)

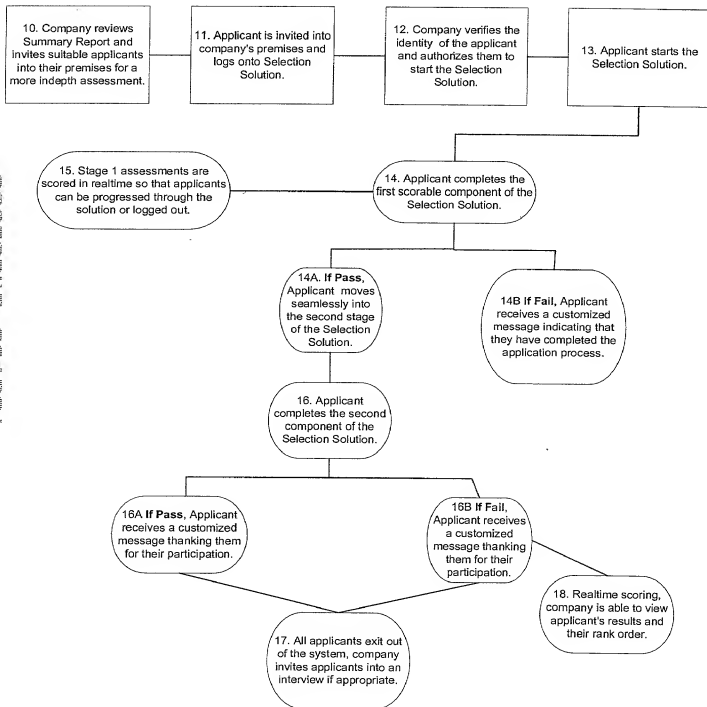


Fig. 11

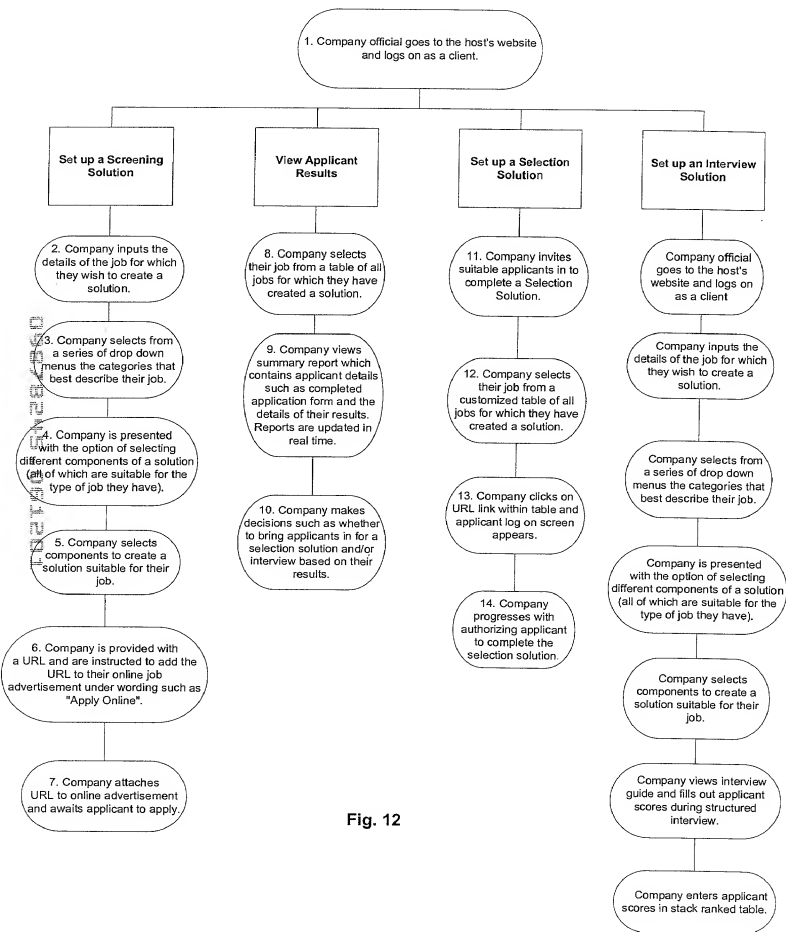


Fig. 12

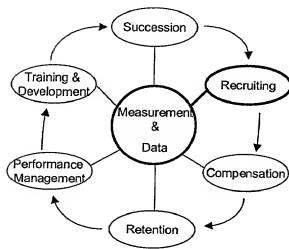


Fig. 13